

Provider Update

PRSS Portal Update: Enrollment Outreach Begins Soon for MCO Providers

Date: 06/17/2022

In April 2022, the Virginia Department of Medical Assistance Services (DMAS) launched a new portal to manage provider enrollment – the Provider Services Solution (PRSS). Medicaid providers will use the PRSS portal, located on the Medicaid Enterprise System (MES) website, to complete enrollment and maintenance processes. This platform will be more efficient and make it easier for you to access the information you need as a Medicaid provider. All Medicaid managed care network providers must enroll through PRSS to satisfy and comply with federal requirements in the 21st Century Cures Act. Those network providers that are currently enrolled as FFS in Medicaid do not have to re-enroll in PRSS.

Starting this month and continuing until early 2023, Virginia Premier will begin outreach to its providers with instructions on initiating enrollment through the new PRSS enrollment wizard. You do not need to take any action until you hear from Virginia Premier, DMAS, or another MCO with which you are a participating provider. Only one enrollment application is necessary in PRSS, even if you participate with more than one as the enrollment process allows for selection of one or more MCO plans. Once approved, providers will need to create a PRSS portal online account in order to revalidate their enrollment, make changes to personal or business information, and check member eligibility. You may be asked to provide evidence of your submission.

Provider Education and Training Courses

You can get ready to use the new PRSS portal by using training resources on the [MES website](#). DMAS offers a variety of live and pre-recorded training opportunities to help prepare providers to receive the maximum benefits from the PRSS portal. Please encourage your staff to register for virtual instructor-led courses to make sure your organization is ready to use the new portal. Please visit the [MES website](#) for a comprehensive listing of current courses.

Training Schedule and Registration

You must register to participate in live webinars. Webinar participants must use a computer with internet access and a telephone line to dial in. Registered participants will have the chance to engage with the trainer and ask specific questions. As you review training options, PLEASE be sure to register for the following three courses:

- **PRSS-111 Provider Enrollment Application:** This training course explains the provider enrollment process, identifies the different enrollment types and offers guidance on the documentation that providers need to prepare before enrolling. The training also includes an overview of what the provider enrollment application looks like and how to submit a provider enrollment application.
- **PRSS-118 Introduction to Provider and MCO Portal Delegate Management:** The goal of this virtual training is to offer instructions on this important process for providers, authorized

administrators of providers, and delegates of providers. In PRSS, a provider's primary account holder and/or delegate administrators must register their delegates and assign them permission to access the provider portal to complete enrollments and other tasks.

- **PRSS-120- Introduction to the Provider Portal:** The goal of this virtual training is to introduce the provider portal registration process and the functions, features, and basic navigation within the provider portal.

There is also an optional working session available (PRSS-111-WS Working Session: Provider Enrollment Support) that provides real-time support from our trainer as you work through one or more provider enrollment applications.

To register for any training, please visit the [MES Provider Training Registration page](#) to choose a date and time that works best for you. Please help us spread the word about this upcoming training opportunity. If you have questions related to training, please contact [DMAS VA MESregistrations@briljent.com](mailto:DMAS_VA_MESregistrations@briljent.com).